

TABLE OF CONTENTS

INTRODUCTION	2
SUMMARY OF MAJOR FINDINGS	3
PART 1: QUALITY OF LIFE AND MAJOR ISSUES IN SAN JOSÉ.	5
1.1 Quality of Life in San José.....	5
1.2 Issue Concerns.....	7
PART 2: PUBLIC ASSESSMENT OF CITY GOVERNMENT AND CITY SERVICES	9
2.1 Overall Rating of the Quality of San José’s City Services	9
2.2 Ratings of Individual Services	9
2.3 Evaluations of City Policies to Handle Population Growth.....	13
2.4 Resident Use of the San José Airport.....	15
2.5 Evaluations of San José Libraries	17
2.6 Traffic in San José.....	17
2.7 Resident Suggestions for Improving City Services.....	19
PART 3: PUBLIC IMPRESSIONS OF CITY EMPLOYEES AND DEPARTMENTS	22
3.1 Contact with City Employees and Evaluation of Their Performance	22
PART 4: VIEWS OF PUBLIC SAFETY IN SAN JOSÉ.....	24
4.1 Feelings of Safety.....	24
4.2 Contact with San José Police Officers	26
4.3 Police Fairness and the Independent Police Auditor.....	27
4.4 Emergency Preparedness.....	29
PART 5: THE PHYSICAL CONDITION OF SAN JOSÉ.....	31
5.1 Conditions in San José Neighborhoods.....	31
5.2 Condition of Public Facilities.....	34
5.3 Accessibility of Public Amenities	34
APPENDIX: TOPLINE SURVEY RESULTS	

INTRODUCTION

To complete the 2000 San José community survey, **Fairbank, Maslin, Maullin & Associates** (FMM&A) conducted telephone interviews with 1,000 randomly selected San José residents over the age of 18. The interviews took place between November 14 and November 19, 2000. Questions were developed in consultation with City staff. Many questions were designed to provide data for the City's "Investing in Results" (IIR) performance measurement system. The sample was weighted slightly to conform to demographic data on the city's population.

The margin of error for the survey sample as a whole is plus or minus 3.1 percent; for smaller subgroups of the sample, the margin of error is larger. For example, statistics reporting the opinions and attitudes of residents over age 65, who make up 14 percent of the sample, have a margin of error of plus or minus 8.4 percent. Thus, for this and other population groupings of similar or even smaller size, interpretation of the survey's findings are more suggestive rather than definitive and should be treated with a certain caution.

This report discusses and analyzes the survey's principal findings. Following the summary of findings, the report is divided into five parts.

- **Part 1** examines San José residents' general attitudes toward the city, their perceptions of the quality of life in San José, and their evaluations of the most important issues facing the city.
- **Part 2** describes residents' general evaluation of the services provided by San José City government, as well as detailed evaluations of resident satisfaction with a variety of specific City services, including libraries, the Airport, and traffic management. It also examines resident suggestions for improving city services.
- **Part 3** looks at the level of resident contact with City employees, and residents' impressions of the helpfulness of employees with whom they had contact.
- **Part 4** focuses specifically on public safety. It analyzes residents' feelings of safety in various parts of the city, their contact with San José police officers, and their evaluations of the Independent Police Auditor (IPA).
- **Part 5** discusses residents' evaluations of the physical condition of the City and its infrastructure, including both public facilities and also residential neighborhoods. It also includes an analysis of residents' evaluations of the accessibility of a variety of public amenities.

The topline results of the survey are included at the end of the report as an appendix.

SUMMARY OF MAJOR FINDINGS

The 2000 City of San José community survey shows that San José residents are generally pleased with conditions in the overall San José community. A solid majority of residents rate the overall quality of life as “good” or “excellent.” Substantial majorities also express satisfaction with a wide variety of specific items that form or affect community life in San José, ranging from air quality to the appearance of local parks.

Nevertheless, residents are highly concerned about the high rate of growth and development they perceive to be underway in San José. This concern is focused on two of growth’s specific effects which residents consider to be quite negative: worsening traffic congestion and rising housing costs, particularly for middle- and lower-income families. When asked to name the most important issue facing the City of San José, residents cited these two issues with far greater frequency than all other concerns.

San José residents are quite pleased with the services they receive from City government. Three-quarters of the survey’s respondents indicate overall satisfaction with the services provided by City government, and majorities of those offering an opinion rate almost every City service positively. Residents do, however, identify several areas where they believe that the City could make improvements. Not surprisingly, many San José residents want the City to take additional measures to reduce traffic congestion and encourage the development of more affordable housing.

The following items stand out among the survey’s specific findings:

- Nearly seven out of ten San José residents rate the quality of life in the city as either “excellent” or “good.” Only six percent label it “poor” or “extremely poor.” (Section 1.1)
- When asked to name the most serious issue facing the city, 28 percent mentioned traffic congestion and 25 percent named housing costs. No other individual issue was mentioned by more than eight percent of those polled. (Section 1.2)
- Nearly three-quarters of San José’s residents said that they are “satisfied” with the overall quality of San José City services; just 11 percent indicated that they are “dissatisfied.” (Section 2.1)
- When asked to rate the quality of a variety of individual services, residents gave the highest marks to police and fire protection, maintenance of public parks, and public library services. Though no service was rated as “poor,” respondents gave the lowest marks to management of City finances and City policies to protect open space. (Section 2.2)
- Residents do not offer an enthusiastic endorsement of the City’s handling of growth; only 32 percent label the City’s efforts as “excellent” or “good,” while 26 percent rate them “poor” or “extremely poor.” (Section 2.3)
- Roughly two thirds of San José residents fly through the San José International Airport each year. A sizable plurality of those who have not used the airport simply say that they have not had reason to fly in the past year. (Section 2.4)

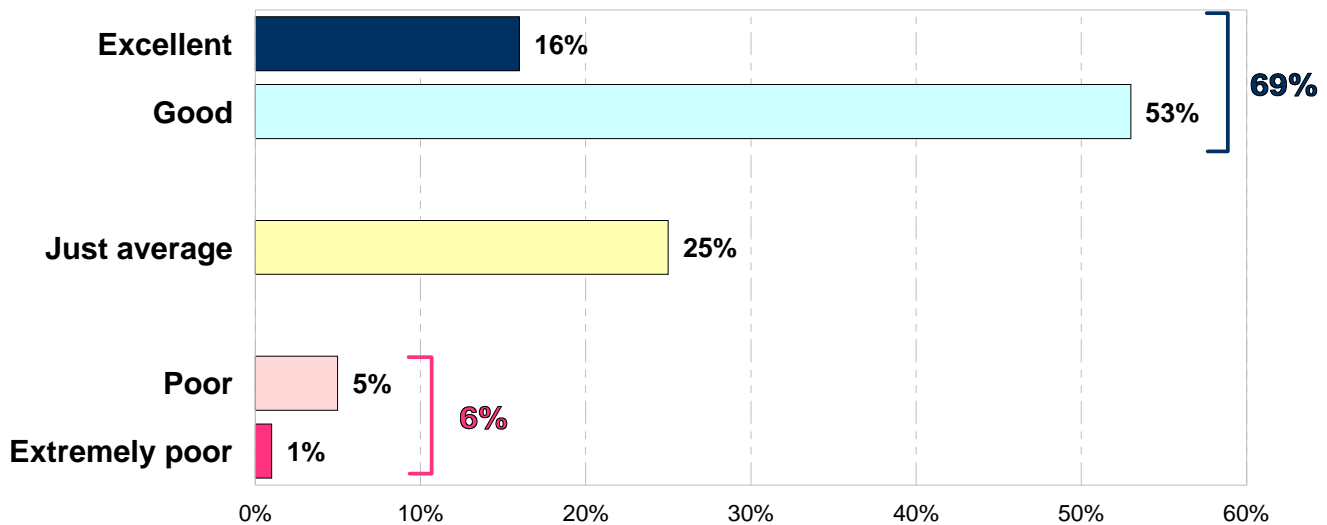
- San José residents have a highly positive view of the library system. Majorities rate the availability of books and materials, the variety of books and materials, and the hours of operation as either “good” or “excellent.” (Section 2.5)
- Residents generally find the flow of traffic in their neighborhoods to be “acceptable,” but two-thirds label rush hour traffic on city streets as “unacceptable” and almost four out of five say the same for rush hour traffic on local freeways and expressways. (Section 2.6)
- When asked for suggestions for improving City services, a plurality of residents calls for improvement to various elements of the City’s overall transportation system. For example, fully 22 percent call for reductions in traffic flow; twelve percent ask for improvements to mass transit, BART, or light rail; and eight percent seek road repairs or improvements. (Section 2.7)
- Just three out of ten residents have had contact with a City employee (other than a police officer) in the past year. Sizable majorities of those who have dealt with City employees rate them as courteous, timely, and competent. (Section 3.1)
- Most San José residents feel safe walking around during the day in their neighborhoods, downtown, or in the park nearest their house. At night, however, residents are far less comfortable. While seven out of ten feel safe walking around their neighborhoods at night, just 46 percent feel safe at night in the park nearest their house and only about one-third feel safe downtown. (Section 4.1)
- About one in four residents has had contact with the San José Police Department (SJPD) in the past year, and three-quarters of those say that the officer with whom they had contact was courteous and helpful. (Section 4.2)
- Two-thirds of San José residents believe that the SJPD treats people fairly; only 17 percent think that the SJPD treats members of the public unfairly. (Section 4.3)
- Fully 72 percent of San José residents think that they have “sufficient food, water, and medical supplies” to sustain themselves for 72 hours in the event of an emergency. (Section 4.4)
- Seven out of ten San José residents rate the “overall physical condition” of their neighborhood as “good” or “excellent,” and those who think the physical condition of their neighborhood has improved in the past year outnumber those who think it has gotten worse by more than two to one. (Section 5.1)

PART 1: THE QUALITY OF LIFE AND MAJOR ISSUES IN SAN JOSÉ

1.1 QUALITY OF LIFE IN SAN JOSÉ

San José residents are generally pleased with the quality of life in their city. As shown in **Figure 1** below, nearly seven out of ten survey respondents rated the quality of life in the city as “good” or “excellent,” while just six percent labeled it “poor” or “extremely poor.” One in four rate the quality of life as “just average.”

FIGURE 1:
Residents’ Evaluation of the Quality of Life in San José



While feelings about the quality of life in San José are positive, they are not very strongly held. Of those respondents who rate the quality of life positively, those who label it simply “good” outnumber those who view it as “excellent” by a margin of more than three-to-one (53 percent to 16 percent).

Those happiest with the quality of life in San José (and most likely to rate it “excellent”) include its older and better-educated residents. Residents over 50 (particularly women), retirees, and those with a post-graduate education are among those happiest with the quality of life in the city. On the other hand, few demographic groups show a disproportionate tendency to rate the quality of life in the city negatively; among no major demographic group do more than ten percent of those polled label the city’s quality of life as “poor” or “extremely poor.”

The survey results suggest that discontent over the quality of life in San José is associated with concerns about the cost of housing. When asked to identify “the most important issue facing the city that they would like city government to do something about” (a question discussed in more detail in Section 1.2 below), respondents who rated the city’s quality of life as “poor” were more likely than other respondents to cite “housing costs” and “overcrowding” as concerns. These respondents were also somewhat less likely than other respondents to mention “traffic congestion” as the top problem facing the city.

Survey respondents were also presented with a list of individual aspects of the quality of life in San José, and were asked to rate each on the same scale as either “excellent,” “good,” “just average,” “poor,” or extremely poor.” The results (shown in **Figure 2** below) help to illuminate some of the attitudes underlying residents’ overall evaluation of the quality of life in the city.

FIGURE 2:
Rating of Individual Aspects of Quality of Life

Item	TOTAL EXC. / GOOD	Excellent	Good	Just Average	Poor	Very Poor	DK/NA
The appearance of local parks in or near your neighborhood	68%	18%	50%	21%	7%	0%	4%
The physical attractiveness of residences and residential property	67%	15%	52%	25%	7%	0%	1%
The physical condition of trees along your neighborhood’s streets	67%	13%	54%	22%	9%	1%	1%
The availability of existing library services in or near your neighborhood	60%	13%	47%	19%	10%	2%	9%
The adequacy of street lighting	60%	11%	49%	24%	14%	2%	1%
The condition of your neighborhood’s streets	58%	11%	47%	29%	11%	1%	1%
The physical condition of landscaping on street medians and other public areas in or near your neighborhood	57%	8%	49%	29%	10%	1%	3%
The quality of the air	54%	8%	46%	35%	9%	1%	1%
The physical attractiveness of commercial buildings	53%	9%	44%	31%	8%	1%	6%
The safety of pedestrians crossing streets in your neighborhood	53%	9%	44%	27%	16%	3%	1%
The number and variety of recreation programs	38%	7%	31%	23%	14%	2%	22%

In absolute terms, residents were highly pleased with each aspect of the quality of life about which they were asked. A majority of those polled gave almost every item a positive rating of “excellent” or “good.” Generally speaking, residents expressed the greatest satisfaction with the physical condition of their immediate neighborhoods. Two-thirds of those polled labeled the physical condition of residential properties, parks, and trees in their neighborhood as “excellent” or “good.” On the other hand, residents offered somewhat lower (though still positive) ratings for air quality, the attractiveness of commercial buildings, and pedestrian safety.

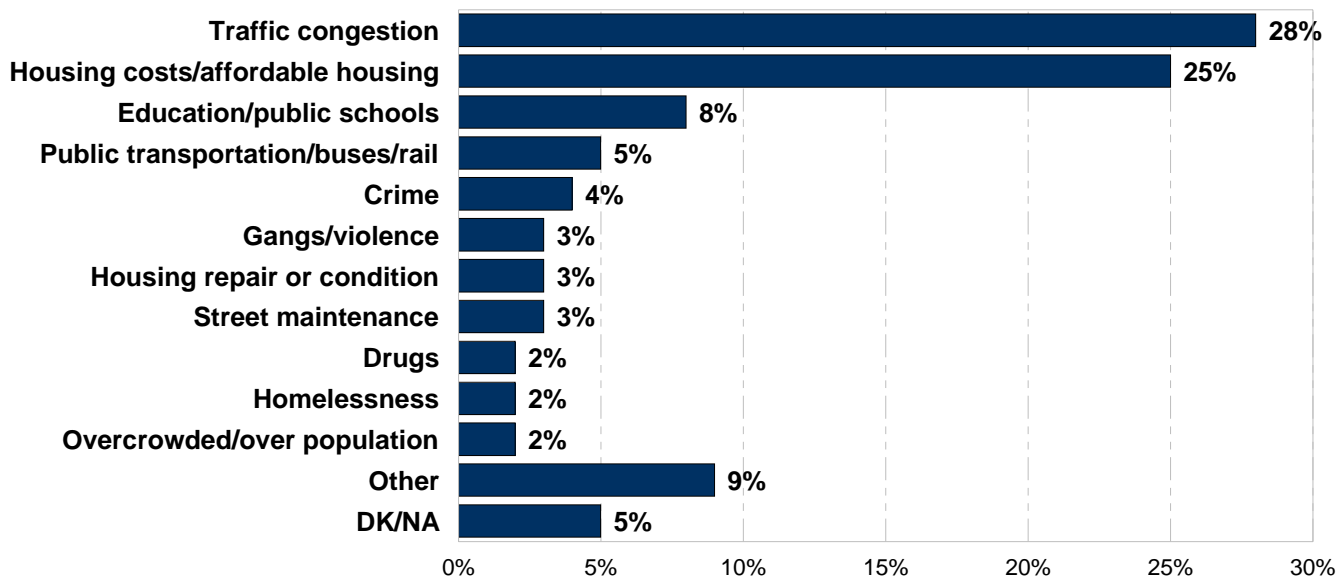
On the other hand, “the number and variety of recreation programs,” received a combined “excellent/good” rating from just 38 percent of those polled. More than one in five residents, however, indicated that they did not know enough to evaluate the City’s recreation programs. (When only those respondents who offered an opinion are considered, 49 percent rate recreation programs as “excellent” or “good.”) Though

significant portions of all demographic groups declined to offer an evaluation of the City's recreation programs, retirees and those over age 65 were by far the least willing to make such evaluations. Older residents, who are far less likely to have children living at home, may as a result be less familiar with the City's recreation programs.

1.2 ISSUE CONCERNS

Survey respondents were asked, unprompted, to name the most serious issue that they would like San José's City government to address (see **Figure 3** below). "Traffic congestion" and "the cost of housing" were clearly the top two concerns, named by 28 percent and 25 percent of those surveyed, respectively. No other issue was named by even ten percent of respondents; traffic congestion and housing costs are clearly the dominant concerns on the minds of San José residents.

FIGURE 3:
The Most Serious Issue Facing City Government
(Includes Only Responses Over 1%; Responses Grouped)



One can argue, however, that transportation is an even more dominant concern than the cost of housing. When one groups together respondents who named various of transportation issues as the most serious issue facing the city (including "traffic congestion," "public transportation," and "street maintenance") it totals 35 percent of those polled, or more than one out of every three city residents.

While the twin concerns of traffic congestion and housing costs were the two issues most frequently mentioned by every major demographic group in the city, those groups often ranked the two issues differently. Not surprisingly, housing costs were the most frequently-mentioned concern among the demographic groups most likely to have tested the housing market recently: these include renters, residents under age 30, and those who have lived in San José for less than five years. Others for whom this issue was likely to

be the top concern included women under 50, college-educated women, and middle-income residents (those with household incomes between \$60,000 and \$75,000).

On the other hand, residents who were most likely to name traffic congestion as the most serious issue facing the city tended to be some of the more affluent and settled members of the community: residents over age 50, homeowners, retirees, college graduates, those with household incomes over \$75,000, and those who have lived in San José for more than 20 years. Not surprisingly, traffic congestion is also a particular concern for the most frequent users of San José International Airport; among those who report taking 10 or more flights from the airport each year, fully 42 percent say that traffic congestion is the most serious issue facing the city.

The survey results also reveal an interesting relationship between satisfaction with City services and assessments of the most serious issue facing the city. As shown in **Figure 4** below, residents who are satisfied with City services are most likely to name traffic congestion as the most serious issue facing the city; on the other hand, those who are dissatisfied with City services are most likely to name housing costs as the most serious issue. This finding suggests that residents who are dissatisfied with City services might welcome additional City efforts to encourage the development of affordable housing.

FIGURE 4:
Relationship Between Satisfaction with City Services and
Assessment of the Most Serious Issue Facing the City

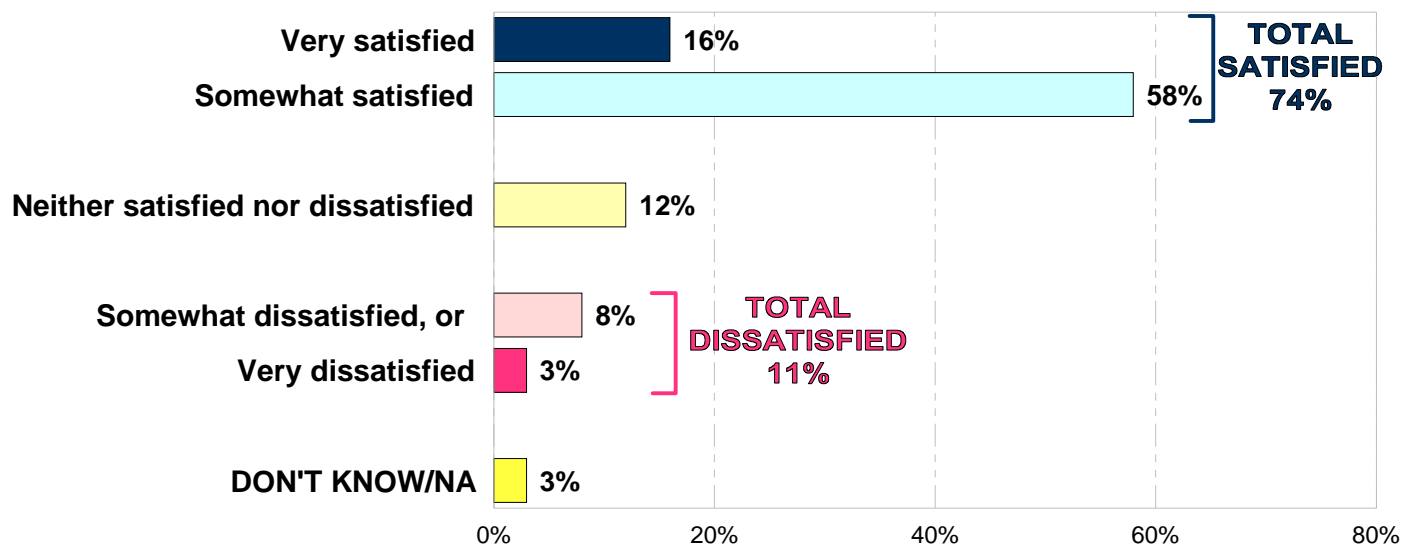
Most Serious Issue	<i>Satisfaction with City Services</i>			
	Very Sat.	S.W. Sat.	Neither Sat. Nor Dissat.	Total Dissat.
Housing costs	17%	23%	32%	33%
Traffic congestion	35%	29%	23%	19%
Other/DK	48%	48%	45%	48%

PART 2: PUBLIC ASSESSMENT OF CITY GOVERNMENT AND CITY SERVICES

2.1 OVERALL RATING OF THE QUALITY OF SAN JOSÉ'S CITY SERVICES

Most San José residents are satisfied with the quality of the services they receive from city government. As shown in **Figure 5** below, nearly three out of four respondents said they were satisfied with the quality of local government services, while just 11 percent said they were dissatisfied. The remaining 15 percent either took a neutral position or declined to offer a response.

FIGURE 5:
Satisfaction with the Overall Quality of San José City Services



Once again, however, residents' responses lacked intensity. Roughly four out of five respondents who indicated that they were satisfied with city government services qualified that statement by saying they were only "somewhat satisfied." The same held true for those who said they were dissatisfied; nearly three out of four of those respondents moderated their evaluation by saying they were only "somewhat dissatisfied."

Generally speaking, satisfaction with City services cut across demographic groups within the sample. There is no major subgroup of San José residents in which even as many as one in five say they are "dissatisfied" with the overall quality of City services. What distinctions do exist are relatively minor; for example, residents over 50 (particularly those who are over age 65 or male) have a slightly more strongly positive view of City services than do other San José residents.

2.2 RATINGS OF INDIVIDUAL SERVICES

Given the widespread *general* satisfaction with City services, it is not surprising that San José residents are also satisfied with most of the *specific* services provided by City government. As illustrated in **Figure 6** below, survey respondents were read a list of 26

services provided by the City, and were asked to rate each on the same scale noted earlier, ranging from “excellent” to “extremely poor.”

FIGURE 6:
Evaluation of the Quality of Specific San José City Services

Service	TOTAL EXC./ GOOD	Exc.	Good	Just Average	Poor	Very Poor	DK/NA
Providing police protection in your neighborhood	63%	17%	46%	26%	6%	1%	5%
Maintaining public parks in good physical condition	62%	10%	52%	28%	7%	1%	4%
Providing fire prevention and protection	60%	11%	49%	24%	4%	1%	11%
Providing public library services	59%	12%	47%	23%	7%	2%	9%
Redeveloping downtown San José as an attractive and economically viable city center	56%	12%	44%	26%	9%	3%	5%
Providing and maintaining bicycle lanes and paths	55%	8%	47%	26%	9%	2%	10%
Providing and maintaining sidewalks	52%	7%	45%	30%	12%	3%	2%
Providing cultural or arts events	51%	8%	43%	30%	7%	1%	11%
Enforcing building and safety codes to protect public health and safety	51%	7%	44%	24%	7%	1%	18%
Publicizing City sponsored arts and cultural events	51%	8%	43%	27%	7%	1%	13%
Removing graffiti from buildings	50%	9%	41%	27%	13%	2%	8%
Maintaining streets in good physical condition	48%	7%	41%	32%	15%	3%	1%
Repairing and maintaining the sewer system	47%	5%	42%	25%	6%	2%	20%
Providing an adequate number and variety of outdoor special events	45%	7%	38%	31%	8%	1%	15%
Keeping schools safe	45%	7%	38%	30%	10%	2%	13%
Providing recreation opportunities and programs at city parks and recreation centers	44%	8%	36%	25%	11%	2%	17%
Showing people how to conserve water	42%	8%	34%	30%	15%	2%	12%
Protecting the City’s drinking water from contamination	41%	6%	35%	25%	11%	2%	21%
Attracting new business and residential development for run-down areas of the city	41%	7%	34%	26%	13%	3%	18%
Providing information and advice that help residents resolve neighborhood issues on their own	37%	5%	32%	26%	12%	2%	23%
Providing after school programs for young people	34%	6%	28%	19%	11%	3%	33%
Encouraging the development of child care programs	34%	4%	30%	26%	9%	2%	29%
Protecting open space in San José	33%	4%	29%	31%	22%	5%	9%
Providing programs to help seniors that live on their own	32%	5%	27%	24%	11%	2%	30%
Offering programs to keep kids out of gangs	31%	4%	27%	26%	14%	3%	27%
Managing city government finances	26%	3%	23%	27%	12%	2%	33%

As **Figure 6** reveals, ratings for each individual service are positive. There is no service for which the proportion of respondents rating it “poor” or “extremely poor” exceeds the proportion rating it “excellent” or “good.” The services which receive the most positive ratings include public safety and park maintenance; at least three out of four residents rate police protection, fire protection, and park maintenance as “good” or “excellent.”

Majorities of those polled also give positive ratings to the City’s efforts to provide library services, redevelop the downtown area, provide and maintain sidewalks and bike lanes, provide and publicize arts and cultural events, remove graffiti, and enforce health and safety codes.

A number of services received fewer positive ratings (though, as noted above, none received a net negative rating). Fewer than two in five respondents said that the City was doing an “excellent” or “good” job of managing city government finances, providing neighborhoods information to help them solve their own problems, or protecting open space. Also, relatively few respondents give the City positive marks for services to help young people, including child care programs, after-school programs, and gang intervention efforts.

It should also be noted that many of these low positive ratings stem from the fact that for certain services, large numbers of respondents did not feel that they knew enough to make an evaluation and as a result answered “don’t know.” This tendency led to lower positive and negative ratings for such services when compared to other services with which residents were more familiar.

The following list highlights those services for which more than 15 percent of all respondents declined to offer an evaluation; each service is followed by a list of the demographic groups that showed a disproportionate tendency to answer “don’t know” when asked to evaluate that specific service. Generally speaking, respondents who declined to evaluate specific services tended to be recent arrivals in San José (who may be relatively unfamiliar with many City services) and more affluent residents (who may be unfamiliar with certain services because they have less need to take advantage of them). Some of these groups may be suitable targets for further education or outreach regarding the availability of the service in question.

- *“Providing after-school programs for young people” (33% DK/NA)* – Retirees, residents over age 65, whites, residents for less than five years, residents without children living at home, and those with household incomes of at least \$75,000 per year.
- *“Managing city government finances” (33%)* – Asian-Americans, non-voters, and residents with household incomes over \$100,000 per year.
- *“Providing programs to help seniors that live on their own” (30% DK/NA)* – Whites, college-educated women, residents for less than five years, and residents with household incomes of at least \$60,000 per year.
- *“Encouraging the development of child care programs” (29% DK/NA)* – Residents without children, those over age 65, those who have lived in San José

less than five years, men over age 50, white men, and those with annual household incomes over \$100,000.

- *“Offering programs to keep kids out of gangs” (27% DK/NA)* – Apartment renters, retirees, homemakers, whites (particularly women), college graduates, residents without children living at home, those who have lived in San José for less than five years, women over 50, and those with household incomes over \$100,000 per year.
- *“Providing information and advice that help residents resolve neighborhood issues on their own” (23% DK/NA)* – College graduates, whites, residents for less than five years, apartment renters, white women, and those with household incomes over \$60,000 per year.
- *“Protecting the City’s drinking water from contamination” (21% DK/NA)* – College-educated women and residents with household incomes over \$100,000.
- *“Repairing and maintaining the sewer system” (20% DK/NA)* – Apartment renters, women (especially those who are under age 50 or college-educated), and residents with household incomes over \$100,000 per year.
- *“Enforcing building and safety codes to protect public health and safety” (18% DK/NA)* – White women and college-educated women.
- *“Attracting new business and residential development for run-down areas of the city” (18% DK/NA)* – Residents over age 65, Asian-Americans, those who have lived in San José less than five years, women over 50, college-educated women, and those with annual household incomes over \$60,000.
- *“Providing recreation opportunities and programs at city parks and recreation centers” (17%)* – Residents over age 50, particularly men.

To correct for this disparity in awareness, **Figure 6A** below recalculates the total proportion of “excellent” and “good” ratings for each service only among those respondents who offered an opinion (excluding those who said “don’t know”). While this recalculation results in a few changes in the overall ranking of City services (“providing after school programs,” for example, moves up several slots), it also reveals substantially higher levels of satisfaction with many individual services.

FIGURE 6A:
Evaluation of the Quality of Specific San José City Services,
Among Those Expressing an Opinion

Service	TOTAL EXC./ GOOD	DK/NA
Providing fire prevention and protection	67%	11%
Providing police protection in your neighborhood	66%	5%
Maintaining public parks in good physical condition	65%	4%
Providing public library services	65%	9%
Enforcing building and safety codes to protect public health and safety	62%	18%

Providing and maintaining bicycle lanes and paths	61%	10%
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FIGURE 6A (CONTINUED):

Service	TOTAL EXC./ GOOD	DK/NA
Redeveloping downtown San José as an attractive and economically viable city center	59%	5%
Publicizing City sponsored arts and cultural events	59%	13%
Repairing and maintaining the sewer system	59%	20%
Providing cultural or arts events	57%	11%
Removing graffiti from buildings	54%	8%
Providing and maintaining sidewalks	53%	2%
Providing an adequate number and variety of outdoor special events	53%	15%
Providing recreation opportunities and programs at city parks and recreation centers	53%	17%
Keeping schools safe	52%	13%
Protecting the City's drinking water from contamination	52%	21%
Providing after school programs for young people	51%	33%
Attracting new business and residential development for run-down areas of the city	50%	18%
Maintaining streets in good physical condition	48%	1%
Showing people how to conserve water	48%	12%
Providing information and advice that help residents resolve neighborhood issues on their own	48%	23%
Encouraging the development of child care programs	48%	29%
Providing programs to help seniors that live on their own	46%	30%
Offering programs to keep kids out of gangs	42%	27%
Protecting open space in San José	41%	9%
Managing city government finances	39%	33%

Whether or not the “don’t knows” are excluded, the service that received the highest negative rating, by far, was “protecting open space in San José.” Fully 27 percent of those surveyed (and 40 percent of those with an opinion) said that the city does a “poor” or “extremely poor” job of protecting open space. No other service had higher than an 18 percent negative rating. Within a number of demographic groups, more respondents gave the City negative ratings on this service than gave the City positive ratings: these groups include residents aged 40-64, those with household incomes over \$100,000 per year, and those who have lived in San José for 20 years or more.

Dissatisfaction with the City's efforts to protect open space probably reflects overall concern with the explosive growth that San José and the surrounding area have experienced in recent years. That issue is explored in more detail in the following section.

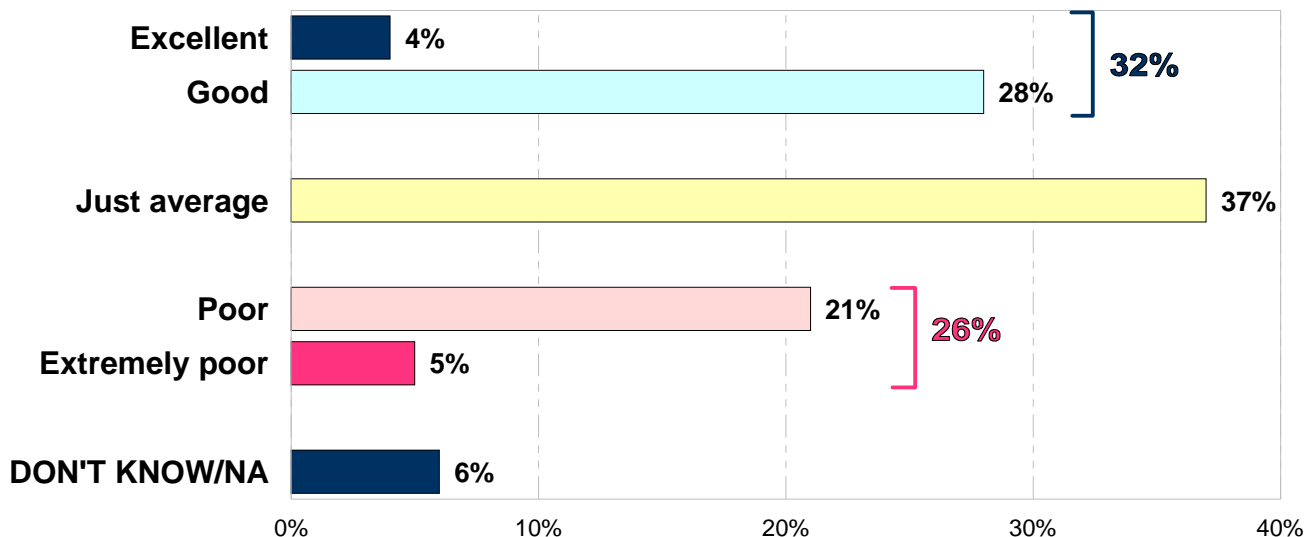
2.3 EVALUATIONS OF CITY POLICIES TO HANDLE POPULATION GROWTH

Clearly, San José residents are concerned about the dramatic population growth that has affected the area over the past few years. As noted in Section 1.2, the two issues that most concern San José residents are traffic congestion and housing costs, two direct symptoms of population growth. In addition, as noted in the previous section, a significant minority of local residents are dissatisfied with the City's work to protect open space.

In anticipation of the importance of growth issues to city residents, survey respondents were asked the following question: "San José's population has grown rapidly over the past decade and it continues to grow at a rapid pace. Thinking about San José's city government today, how would you rate the job it is doing in handling continued rapid population growth and planning for the future?"

As shown in **Figure 7** below, San José residents are divided in their reactions to the City's management of growth. Only one-third of those polled give the City positive marks for its handling of growth, and just one in twenty-five think the City has done an "excellent" job. On the other hand, one in four rate the City's handling of growth issues as "poor" or "extremely poor." A 37 percent plurality say the City's management of growth in San José has been "just average."

FIGURE 7:
Evaluation of City's Government's Handling of Growth



Those most pleased with the City's handling of growth include residents in their thirties, Latino men, and men without a college education. Those most likely to give the City poor marks for its handling of growth include white men, those who have lived in San José for 20 or more years, and those with household incomes of at least \$60,000 per year.

Given the degree to which San José residents are concerned about growth, it is not surprising that attitudes toward the City's handling of growth are closely related to overall satisfaction with City services. As shown in **Figure 8** below, residents who are

unhappy with the City's handling of growth tend to be less satisfied with the overall quality of City services. This finding suggests that if the City can improve residents' views of its work to handle growth, it could also increase overall satisfaction with City services.

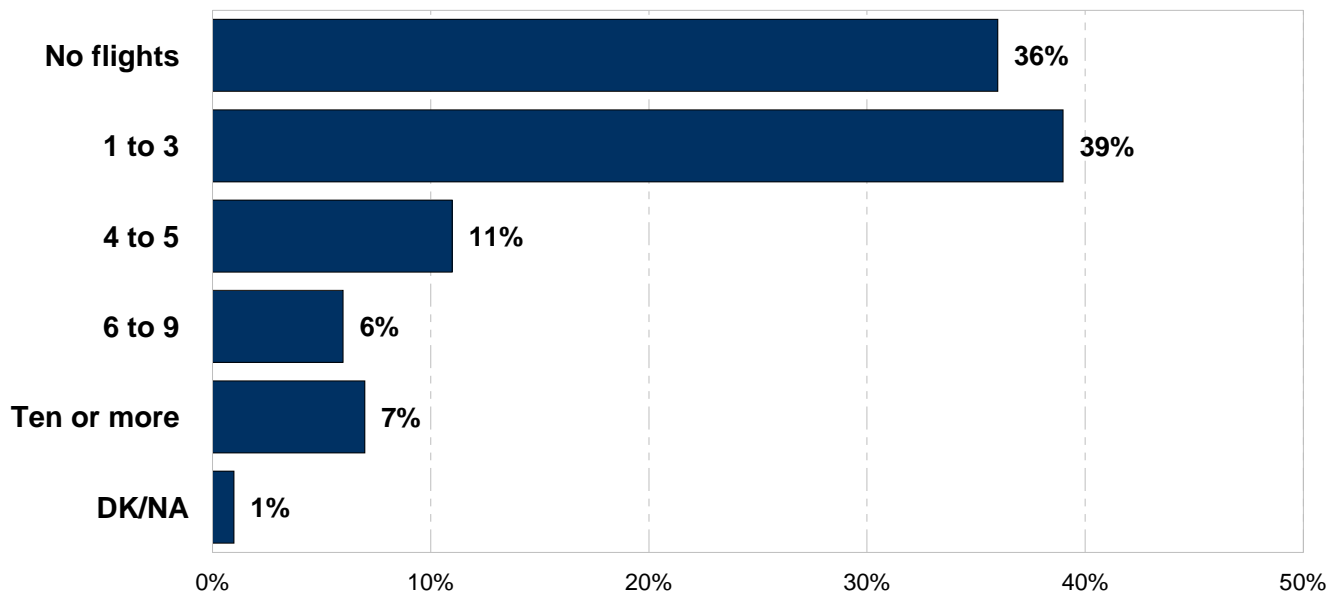
FIGURE 8:
**Relationship Between Evaluations of the City's Handling
of Growth and Overall Service Satisfaction**

Overall Service Satisfaction	<i>Evaluation of the City's Handling of Population Growth</i>		
	Excellent / Good	Just Average	Poor / Extremely Poor
Very Satisfied	26%	13%	8%
Somewhat Satisfied	59%	63%	49%
Neither Sat. Nor Unsat.	8%	13%	17%
Somewhat Unsatisfied	4%	6%	16%
Very Unsatisfied	0%	2%	7%
DK/NA	3%	3%	3%

2.4 RESIDENT USE OF THE SAN JOSÉ AIRPORT

Most San José residents make use of the City's airport. As shown in **Figure 9** below, almost two-thirds of city residents say they have flown into or out of San José in the past year. Of that number, most (more than sixty percent) are relatively infrequent flyers, taking between one and three flights per year. About one-quarter of those who have flown through the San José International Airport report having taken four to nine flights in the past year; the remaining eleven percent took ten or more flights in the past year.

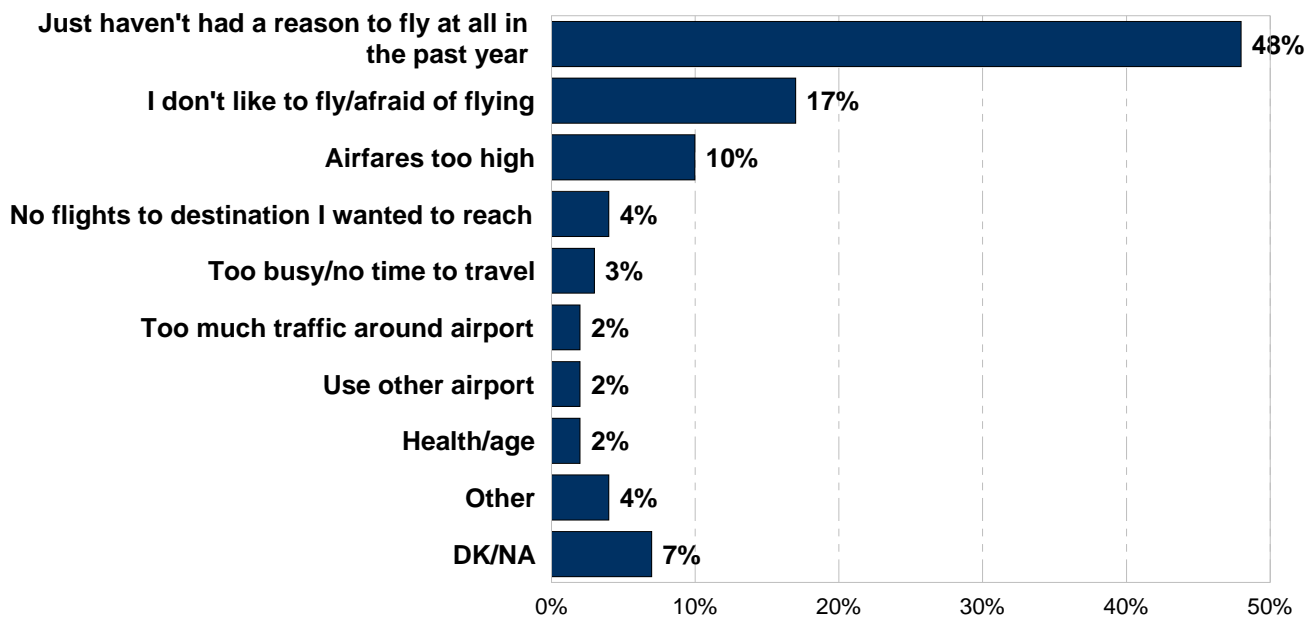
FIGURE 9:
Number of Flights to or From San José International Airport in Past Year



Not surprisingly, the use of the San José airport tends to increase with education and income. Frequent users of San José International Airport (considered as those who take at least four flights per year) also tend to be disproportionately white and male, and are particularly likely to be men over 50.

Those who indicated that they had not flown out of the San José airport in the past year were asked to explain why not in a few words of their own. As shown in **Figure 10** below, a clear plurality of these residents said they simply had not had any reason to fly during that time. Other common explanations were that “airfares are too high” or “I don’t like to fly.” Relatively few respondents said they had not flown through San José in the past year because they were unable to reach their desired destination through San José International Airport; just one in twenty-five non-flyers (one percent of all respondents) offered this as a reason for not using the San José airport.

FIGURE 10:
Reasons for Not Flying from San José International Airport
(Asked Among Those Who Have not Flown From San José in Past Year, N=355)



One of the main concerns with the San José airport, however, is its accessibility. Just 21 percent of those polled rate the airport as “very easily accessible,” while an even greater number (26 percent) rate it as “not easily accessible.” In fact, as noted in Section 5.3, a higher proportion of respondents rate San José International Airport as “not easily accessible” than say the same for any other of a list of public amenities.

This perception probably stems from the fact that the airport has only one location, as opposed to other public facilities (such as parks, for example) which have many. However, it is also likely that concerns about traffic around the airport play into concerns about its accessibility; as noted in a previous section, residents who frequently fly to or from San José are disproportionately likely to cite traffic congestion as one of the most

serious problems facing the city. Frequent airport users are even more displeased than other residents about the airport's accessibility; while a total of 47 percent of this group pronounce it "easily accessible," an equal number label it "not easily accessible."

2.5 EVALUATIONS OF SAN JOSÉ LIBRARIES

As shown above in **Figure 6**, residents are pleased with the overall quality of library services in San José. Fully 59 percent say that the City is doing an “excellent” or “good” job of “providing public library services.” One in four respondents say that the City is doing just an “average” job, and only nine percent say that the City’s library services are “poor” or “extremely poor.” These positive ratings cut across demographic and geographic groups.

As shown in **Figure 11**, survey respondents were also asked to evaluate a variety of specific characteristics of San José public libraries. About half of those polled gave the library ratings of “excellent” or “good” for the variety of its books and materials, the hours branch libraries are open, and the availability of books and materials in the library’s collection. Fewer than one in ten residents gave any of these aspects of the library’s services a negative rating. About one in five respondents did not offer an evaluation of these services, most likely because they do not take advantage of them.

Parents tend to give the library slightly higher marks than do residents without children. Residents without a college education also tend to offer somewhat more positive evaluations of library services than do residents with college degrees.

FIGURE 11:
Evaluations of Library Services

Service	TOTAL EXC./ GOOD	Exc.	Good	Just Average	Poor	Ext. Poor	DK/NA
The variety of books and materials in the library’s collection	51%	14%	37%	22%	7%	2%	18%
The hours local branch libraries are open	51%	11%	40%	21%	6%	1%	20%
The availability of books and materials in the library’s collection	50%	13%	37%	24%	7%	1%	18%

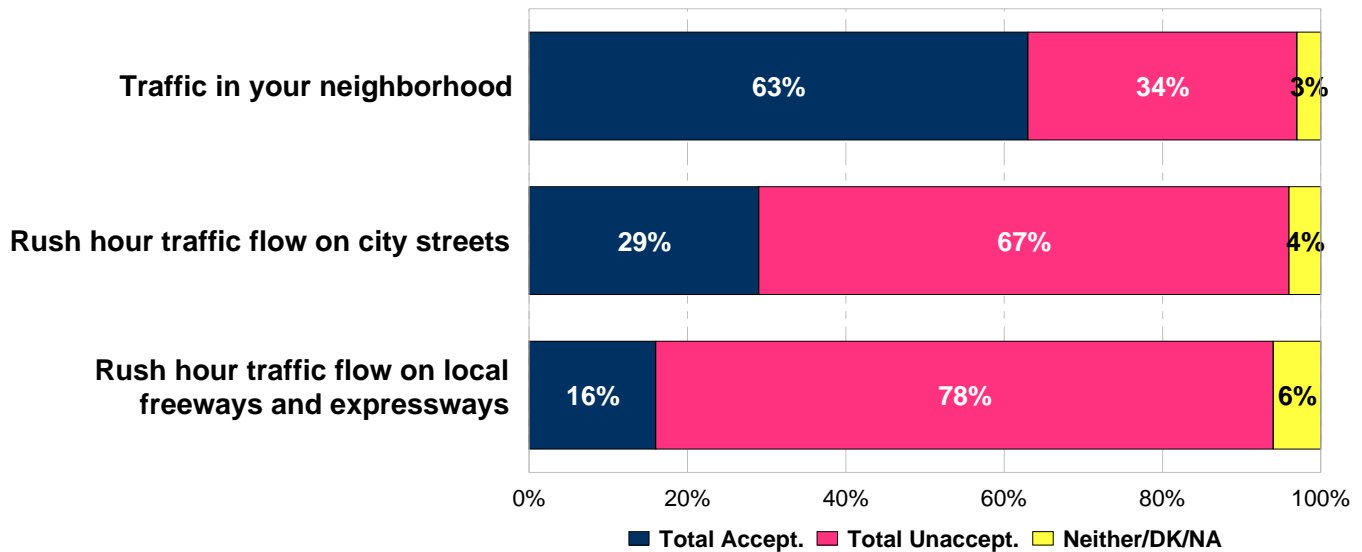
Residents also view San José libraries as extremely accessible. Fully 81 percent of those polled describe the public library system as “easily accessible” in their neighborhood. Just 11 percent say that the library is “not easily accessible.” The only residents that show even slightly heightened levels of concern about the accessibility of library services are those with household incomes of more than \$100,000 per year.

2.6 TRAFFIC IN SAN JOSÉ

As detailed in Section 1.2 above, traffic congestion is one of the leading concerns of San José residents. To better understand residents’ specific concerns with traffic, survey respondents were asked to evaluate the acceptability of traffic flow on various types of thoroughfares in San José. As shown in **Figure 12**, respondents were generally unconcerned with the flow of traffic in their neighborhoods; nearly two-thirds labeled

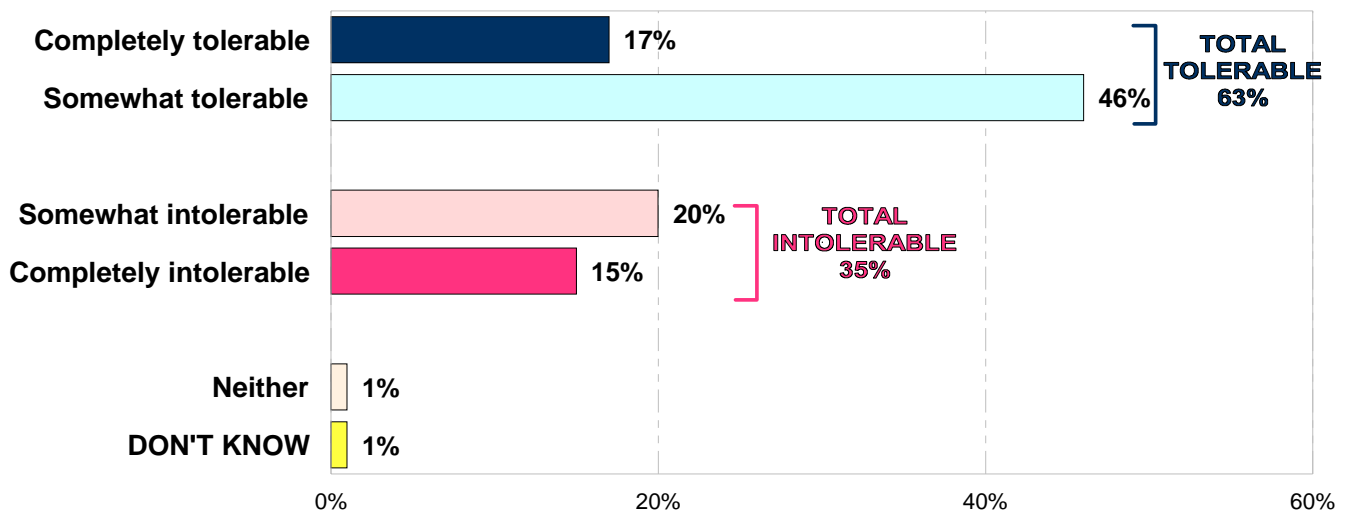
such traffic “acceptable.” Respondents were far more ambivalent about traffic flow on city streets during rush hour; two-thirds of those surveyed called it “unacceptable,” with half that number labeling it “completely unacceptable.” Respondents were most strongly concerned, however, about rush hour traffic on local freeways. A 51 percent majority labeled such traffic “completely unacceptable,” while an additional 27 percent said it was “somewhat unacceptable.”

FIGURE 12:
Acceptability of Traffic Flow



While residents are frustrated with rush hour traffic on major city streets and highways, that traffic does not appear to have had a very troubling impact on residential neighborhoods. As shown in **Figure 13** below, nearly two-thirds of residents say that the “impact of traffic in their neighborhood” is “tolerable.” Many qualify this statement, however; fully 46 percent say that traffic impacts are “somewhat tolerable,” while just 17 percent call them “completely tolerable.”

FIGURE 13:
Tolerability of Neighborhood Traffic

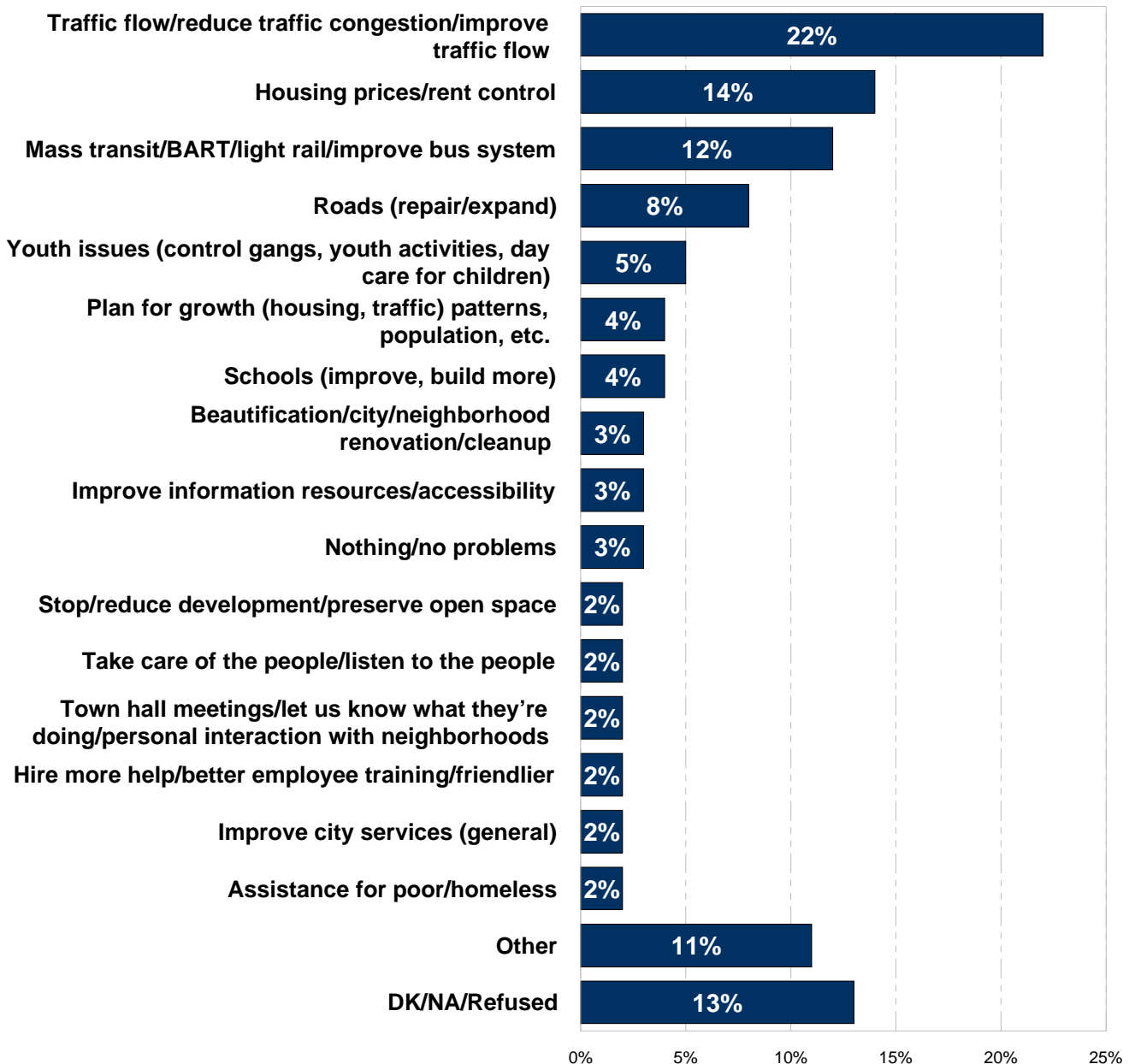


Just over one-third of those polled say that the impact of traffic in their neighborhood is “intolerable.” Those most likely to describe neighborhood traffic as “intolerable” include residents in their forties and college graduates.

2.7 RESIDENT SUGGESTIONS FOR IMPROVING CITY SERVICES

Toward the conclusion of the survey, respondents were asked, unprompted, to name “the most important thing the City of San José can do to improve City services for the people who live and/or work in San José.” **Figure 14** presents the answers of the 87 percent of respondents who offered a suggestion.

FIGURE 14:
Resident Suggestions for Improving City Services



Not surprisingly, given the well-documented concern of San José residents with the region's rate of growth, the vast majority of suggestions involved requests for the City to do more to mitigate the impacts of growth, particularly in the areas of traffic and housing costs.

Fully 42 percent of those who offered a suggestion called for some type of improvement to the city's transportation system. That figure includes the 22 percent plurality who called for actions to reduce traffic congestion and improve traffic flow. An additional 12 percent indicated that they would like to see improvements to the public transportation system, including buses or BART, and eight percent called for improvements or repairs to streets and roads.

Fourteen percent of those offering an opinion called for the City to take action to control housing prices, and many of the other suggestions dealt directly with the physical impact of growth. Four percent explicitly indicated that the City should plan for growth and its impact on the city's infrastructure; another two percent said that the City should take action to protect open space.

About nine percent of those surveyed called for some type of improvements to the City's communications with San José residents. Their ideas ranged from holding town hall meetings to improving employee training to simply "listening to the people."

A few representative responses follow below:

- *"Improve traffic by making highways more accessible, having more carpool lanes and enforcing speed limits."*
- *"Lights should be all together, not so much stopping for a light at every corner."*
- *"Get traffic congestion under control and bring affordable housing to San Jose."*
- *"Provide better facilities for teachers and better pay to attract quality teachers. Create a few more activities in city parks for family activities."*
- *"Bring more cultural and art events to the city. Start children in the arts at an early age to keep them out of gangs."*
- *"Have police patrol more often in city streets, so people will stop speeding."*
- *"They should add different work shifts. Stagger the timing for employees."*
- *"Need to listen to concerns of city businesses, as well as people living in San José."*

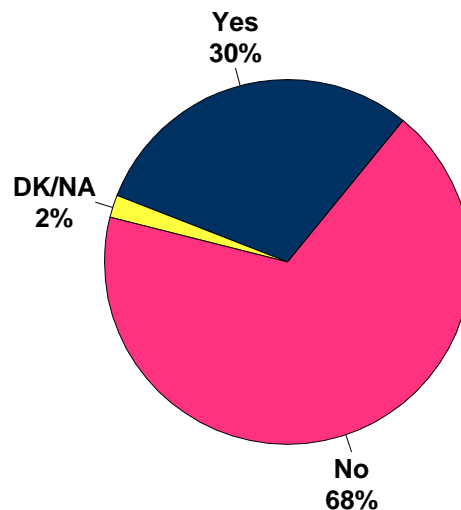
- *“Put more plants in open areas, such as median strips, and ticket the red light runners.”*
- *“Develop more city infill and improve rapid transit and affordable housing.”*
- *“Adequate training – [City employees] need motivation and need to be held accountable, and do away with nasty attitudes.”*
- *“Get rid of phone systems. It's nice to talk to a person instead of a machine.”*
- *“Make more information available for all people and make sure people know how to contact the proper services.”*
- *“Listen to people when they have complaints and make sure to follow up on the complaints as soon as they can.”*
- *“Send out questionnaires, giving people opportunity to say what's on their minds.”*
- *“The kids need to start early to try and keep kids out of gangs. Also, more lighting on the streets.”*
- *“They have to have more street cleaning, also pick up bigger items in trash (couches or refrigerators) once a month.”*
- *“Work on the traffic. Control housing around here. There's nothing around. I'm moving to Arizona because housing is more affordable there.”*

PART 3: PUBLIC IMPRESSIONS OF CITY EMPLOYEES AND DEPARTMENTS

3.1 CONTACT WITH CITY EMPLOYEES AND EVALUATIONS OF THEIR PERFORMANCE

As illustrated in **Figure 15** below, about one-third of all San José residents report having had some contact with a City employee (other than a police officer) during the past two years. Those most likely to have had such contact include homeowners, whites, residents aged 40-64, and men over age 50.

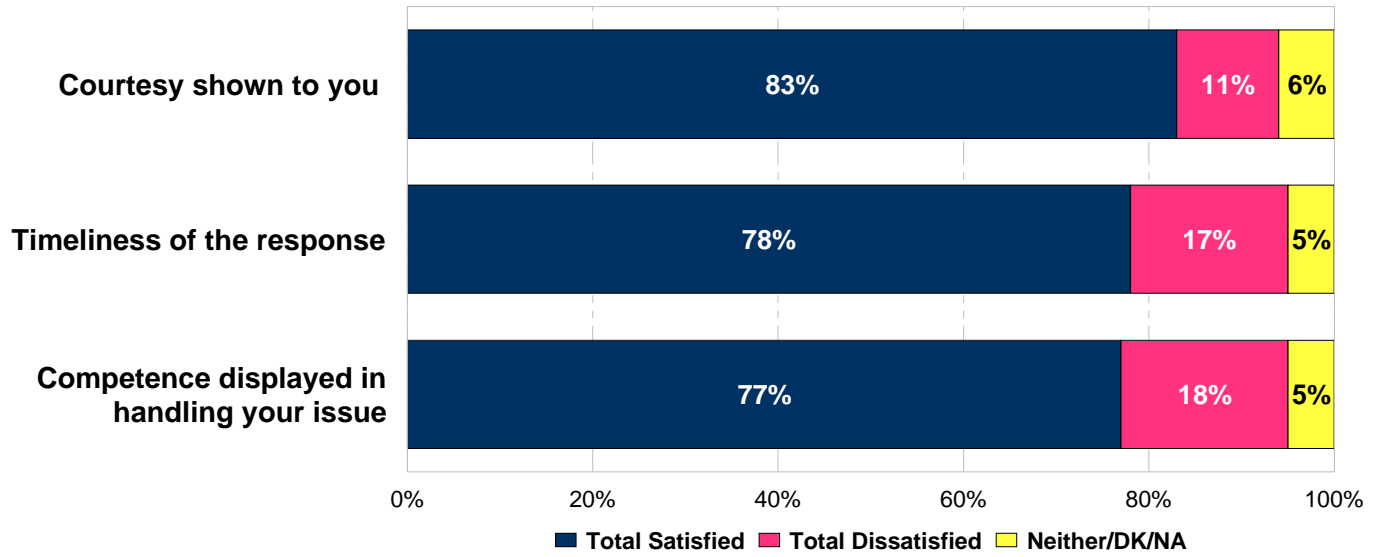
FIGURE 15:
Had Contact with San José City Employees in the Past Two Years



The likelihood of having had contact with the City steadily increases in tandem with education and income. Among those with less than a high school education, twelve percent have had contact with a City employee; among those with a post-graduate education, the figure is 41 percent. Similarly, among those with household incomes under \$30,000, 18 percent have had contact with a City employee, while fully 46 percent of those with household incomes over \$100,000 have had such contact. Taken together, these and other findings suggest that those most likely to have had contact with the City tend to be relatively affluent, middle-aged homeowners.

Those residents who have contacted the City are quite pleased with the service they have received. As shown in **Figure 16** below, more than three-quarters of those who had contact with the City were “satisfied” with the courtesy, competence, and timeliness of the service they received. At least 45 percent of those surveyed indicated that they were “very satisfied” with each individual aspect of the service they received. Satisfaction with these aspects of service from City employees cut across all demographic and geographic groups.

FIGURE 16:
Evaluation of City Employee Performance
(Among Those Who Had Contact with Employees)



PART 4: VIEWS OF PUBLIC SAFETY IN SAN JOSÉ

4.1 FEELINGS OF SAFETY

As illustrated in **Figure 17** below, San José residents generally feel safe in their community. More than nine out of ten say they feel safe during the day in their neighborhoods, eight out of ten feel safe in the park closest to them, and more than six out of ten feel safe downtown. At night, feelings of safety decline somewhat; while 70 percent still indicate that they feel safe in their neighborhoods after dark, just 46 percent feel safe in the park nearest their home and just 34 percent feel safe downtown.

FIGURE 17:
Feelings of Safety in San José

Area	During The Day		At Night	
	Total Safe	Total Unsafe	Total Safe	Total Unsafe
In your neighborhood	92%	4%	70%	23%
In the park closest to you	80%	9%	46%	37%
Downtown	62%	24%	34%	51%

All in all, few San José residents seem very concerned about the daytime safety of their neighborhoods. There is no major demographic group in which even ten percent of those polled indicate that they feel unsafe during the day. At night, however, slightly elevated proportions of certain population subgroups indicate that they feel unsafe in their neighborhoods, including renters and retirees.

There is also a close link between education and income and feelings of nighttime neighborhood safety. Residents with higher levels of income and education are far more likely to report that they feel safe walking around in their neighborhoods at night, as shown in **Figure 18** below. These findings suggest that residents of low-income areas feel somewhat less safe than do residents of high-income areas. However, it should be noted that even among the lowest-income San José residents, those who feel safe walking around at night outnumber those who feel unsafe by nearly a two-to-one margin.

FIGURE 18:
Feelings of Nighttime Neighborhood Safety in San José,
by Education and Annual Household Income

Category	Total Safe	Total Unsafe
High School or Less	66%	27%
College Graduates	72%	21%
Under \$30,000	59%	31%
\$30,000 - \$60,000	64%	28%
Over \$60,000	80%	17%

Not surprisingly, women are also more likely than men to feel unsafe walking around their neighborhoods at night. As shown in **Figure 19** below, this is particularly true for younger women. Similar gender distinctions are also present for feelings of nighttime safety in parks and downtown.

FIGURE 19:
Feelings of Nighttime Neighborhood Safety in San José, by Age and Gender

Category	Total Safe	Total Unsafe
Men under 50	78%	17%
Men 50 or over	80%	13%
Women under 50	62%	32%
Women 50 or over	63%	26%

The only area of San José where a significant proportion of residents regularly feel unsafe is downtown. During the day, 24 percent of city residents feel unsafe downtown, a figure that rises to a 51 percent majority at night. Those most likely to feel unsafe during the day downtown include residents under age 30, Asian-Americans, parents of children under 19, Latino women, and residents with household incomes under \$30,000 per year. These groups are also the most likely to feel unsafe downtown in the evening.

Survey respondents were also asked to evaluate how safe they felt using a variety of modes of transportation in San José, as shown in **Figure 20** below. A majority of respondents said they felt safe driving in José, though fully one-third said that they felt unsafe. Half of those polled felt safe as pedestrians, though 38 percent indicated that they felt unsafe. And while many respondents indicated that they could not evaluate the safety

of bicycling in San José (nearly one-third), a clear plurality of 38 percent said that they felt unsafe while bicycling. Evaluations of the safety of these modes of transportation are extremely consistent across demographic and geographic categories.

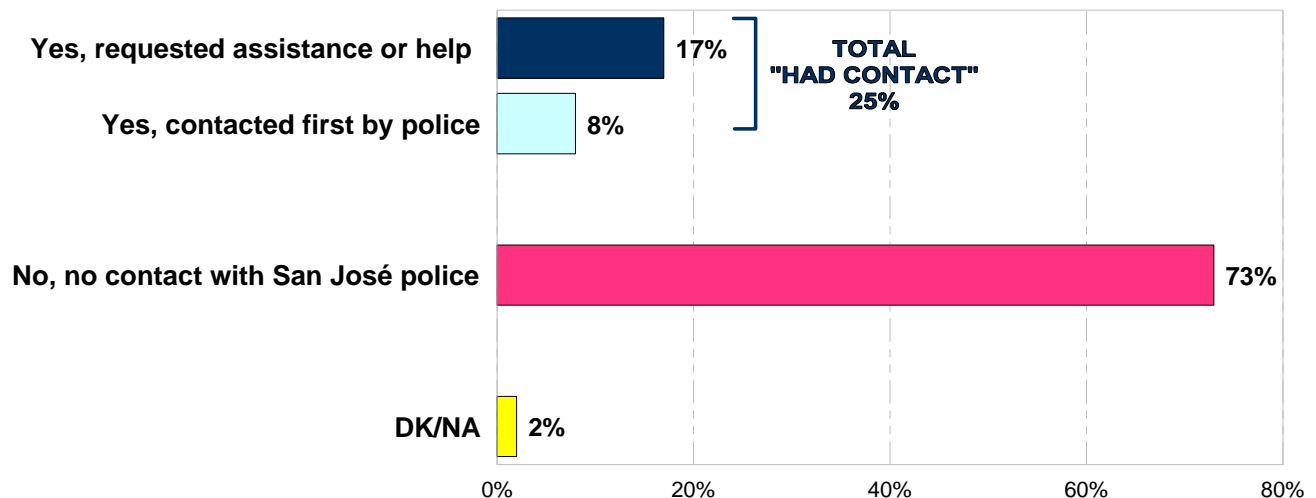
FIGURE 20:
Feelings of Safety Using Different Modes of Transportation

Modes of Transportation	Total Safe	Neither	Total Unsafe	DK/NA
Driving on San José streets	58%	6%	33%	4%
Being a pedestrian in San José	50%	8%	38%	4%
Bicycling in San José	33%	8%	38%	21%

4.2 CONTACT WITH SAN JOSÉ POLICE OFFICERS

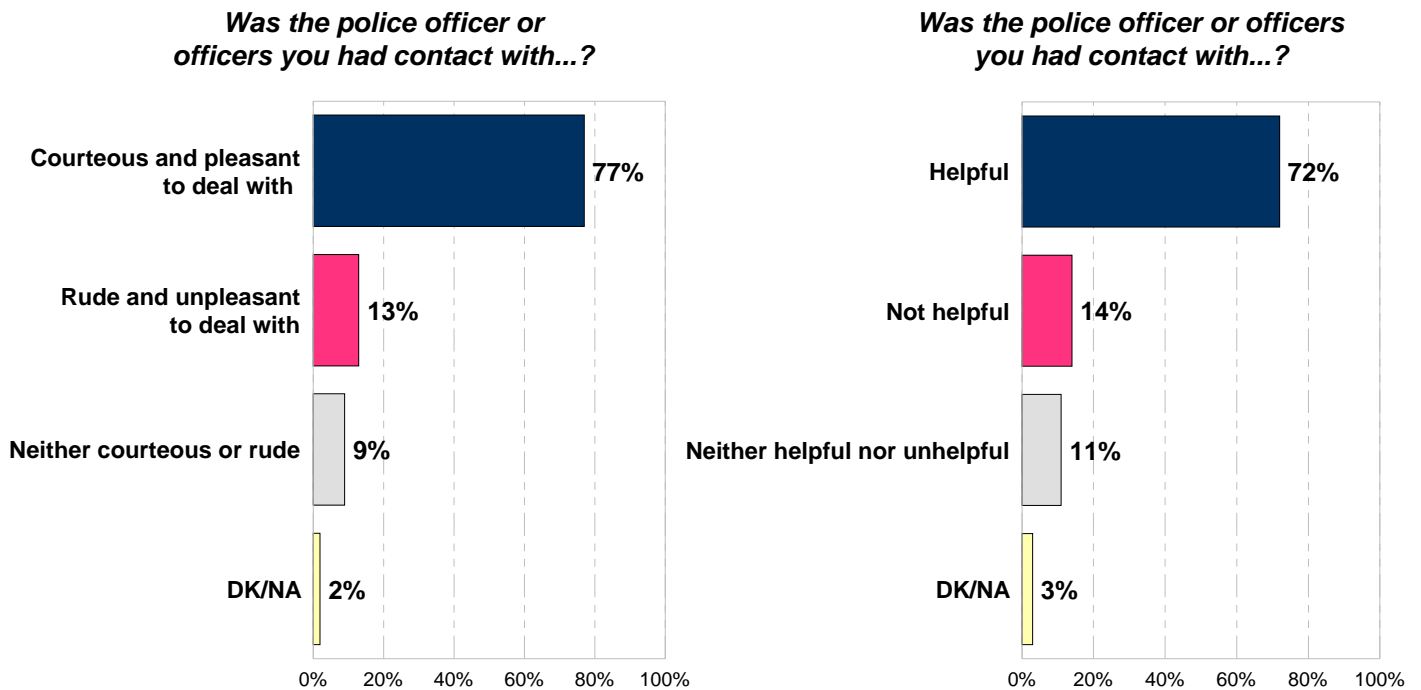
As illustrated in **Figure 21**, about one in four San José residents indicate that they have had contact with a police officer in the past year. Of that number, about two-thirds requested assistance from a police officer, while one-third were first contacted by the police. There were few significant demographic differences in the frequency of contact with police, though men with a high school education or less were somewhat more likely than other respondents to report having had contact with the police in the past year.

FIGURE 21:
Contact with San José Police



Those residents who did have contact with the police were overwhelmingly approving of the conduct of the officers they dealt with. As shown in **Figure 22** below, roughly three-quarters of those who had contact with police agreed that the officers they spoke with were “courteous and pleasant to deal with” and “helpful.”

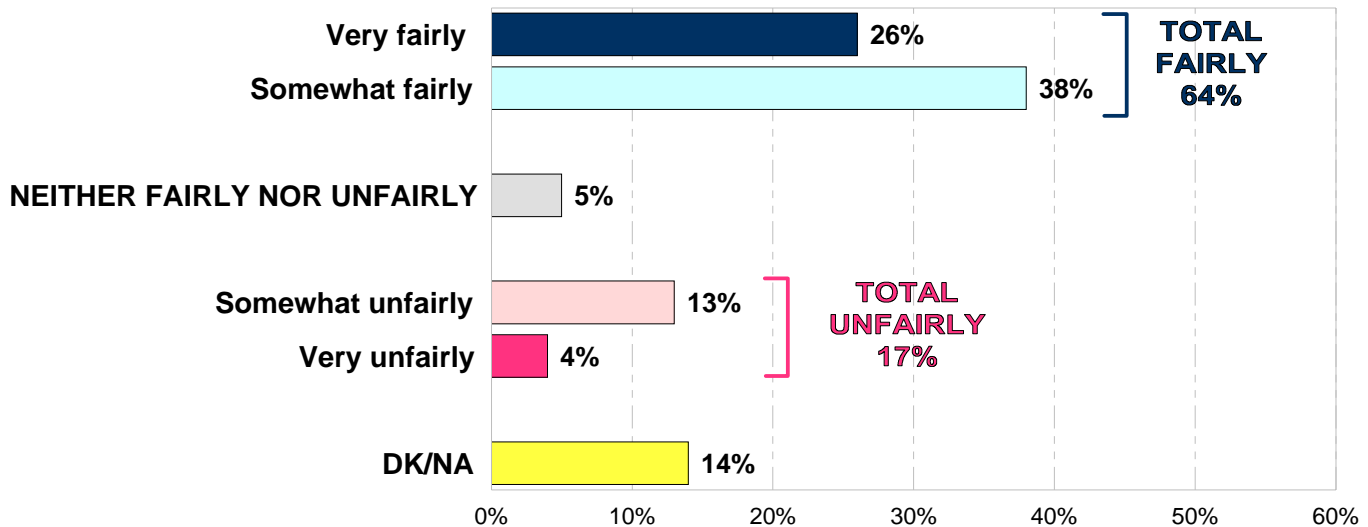
FIGURE 22:
Evaluations of the Conduct of San José Police Officers



4.3 POLICE FAIRNESS AND THE INDEPENDENT POLICE AUDITOR

San José residents have a relatively high opinion of the fairness of the local police force. As shown in **Figure 23**, nearly two-thirds of those polled believe that the San José Police Department (SJPD) treats members of the public fairly, while only 17 percent assert that the SJPD treats people unfairly. Just four percent say that the SJPD treats people “very unfairly.” Majorities of every major demographic and geographic group in the city perceive the SJPD as fair in its treatment of the public.

FIGURE 23:
Does the SJPD Treat Members of the Public . . .



Those most likely to view the SJPD as treating people unfairly include residents under 30, Latinos and African-Americans, and men without a college education. There are also correlations between education and income and the degree to which residents perceive the SJPD as treating people unfairly. As income and educational attainment rise, residents are increasingly less likely to see the SJPD as unfair.

San José residents who had contact with the police, but did not request that contact, are somewhat more likely than others to view the SJPD as treating people unfairly. Fully 29 percent of those who had “unrequested” contact with the SJPD in the past year believe that the police treat people unfairly, a proportion notably higher than in the overall proportion. Still, even among this group the vast majority of those surveyed (63 percent) believe that the SJPD treats people fairly. Thus, even among those who may have had some unwelcome contact with police, a solid majority continue to have faith the SJPD’s fairness.

Police conduct in San José is monitored by the Independent Police Auditor (IPA), and the survey included a number of questions designed to gauge resident awareness of and attitudes toward the IPA’s activities. Overall, just 17 percent of those surveyed said they had seen or heard something about the IPA. Interestingly, those who have had contact with the police are no more likely than other residents to be aware of the IPA. Since the IPA’s services are focused on residents who have had contact with the police, this finding suggests that additional education efforts to make potential IPA customers aware of the agency’s services may be called for.

As a follow-up question, respondents were asked to evaluate the effectiveness of the IPA approach. Those who had heard of the IPA were asked whether they thought it had been effective in providing civilian oversight of the Police Department; those who had not heard of the IPA were given a brief description of the IPA, and were asked how confident they were that the agency could effectively provide oversight of the SJPD. The results are shown in **Figure 24** below.

FIGURE 24:
Evaluations of the IPA

Total Heard of IPA (N=167)		Never Heard of IPA (N=833)	
Opinion	%	Opinion	%
Very Effective	13%	Very Confident	9%
Somewhat Effective	41%	Somewhat Confident	36%
TOTAL EFFECTIVE	54%	TOTAL CONFIDENT	45%
Neither Eff. Nor Ineff.	5%	Neither Conf. Nor Not Conf.	10%
Very Ineffective	6%	Not at all Confident	3%
Somewhat Ineffective	10%	Not too Confident	13%
TOTAL INEFFECTIVE	16%	TOTAL NOT CONFIDENT	16%
DK/NA	26%	DK/NA	29%

Residents clearly support the IPA and its mission, whether or not they have previously heard anything about the agency. Of those who have heard something about the IPA, a 54 percent majority think that the agency will be effective in overseeing the SJPd, while just 16 percent think it will not. Of those unfamiliar with the IPA, 45 percent are confident that the agency will be effective and only 16 percent are not. In each case, those who back the IPA outnumber those who do not by roughly a three-to-one margin.

At the same time, it should be noted that opinions about the IPA are not strongly held. Roughly one-third of those surveyed did not feel comfortable offering an assessment of the IPA. Even among those who offered support for the IPA, sizable majorities were tentative in their assessments. Among those familiar with the IPA, three-quarters of those who evaluated the IPA as “effective” qualified their assessment by saying the IPA was “somewhat effective.” Among those unfamiliar with the IPA, four out of five who said they were “confident” in the IPA modified that evaluation by saying they were only “somewhat confident.”

The lack of certainty with which survey respondents assess the IPA suggests that San José residents could benefit from additional outreach and public education describing the IPA’s functions.

4.4 EMERGENCY PREPAREDNESS

A solid majority of San José residents indicate that they are prepared for a natural disaster. Survey respondents were asked the following: “in the event of a natural disaster, would you say that you and your family have sufficient food, water, and medical supplies to sustain yourselves for 72 hours?” Overall, 72 percent of those surveyed said that they did have sufficient supplies, while the remaining 28 percent said either that they did not have sufficient supplies or that they didn’t know whether they did.

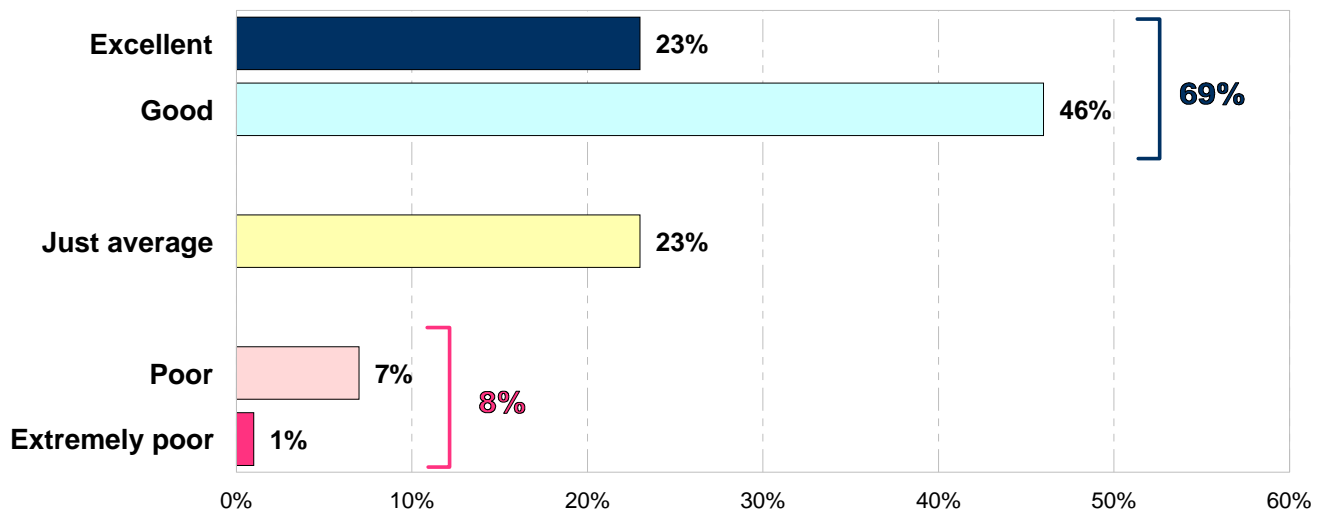
Generally speaking, the residents most likely to be prepared for an emergency tend to be older and longer-term residents of the city. Rates of preparedness run highest among retirees, residents over age 65, college-educated men, middle-income residents, and those who have lived in San José for more than 20 years. On the other hand, those with lower rates of preparedness include apartment dwellers, Latinos (particularly women), women under age 50, and those with household incomes under \$30,000 per year.

PART 5: THE PHYSICAL CONDITION OF SAN JOSÉ

5.1 CONDITIONS IN SAN JOSÉ NEIGHBORHOODS

San José residents are generally pleased with the physical condition of their neighborhoods. Survey respondents were asked to picture their neighborhood, and then rate the “overall physical condition” of the neighborhood, including “houses and/or apartment buildings, front and back yards, shops, streets and sidewalks.” As shown in **Figure 25** below, nearly seven out of ten respondents rated the condition of their neighborhoods as either “excellent” or “good,” and fewer than one in ten rated it as “poor” or “extremely poor.”

FIGURE 25:
Physical Condition of Your Neighborhood



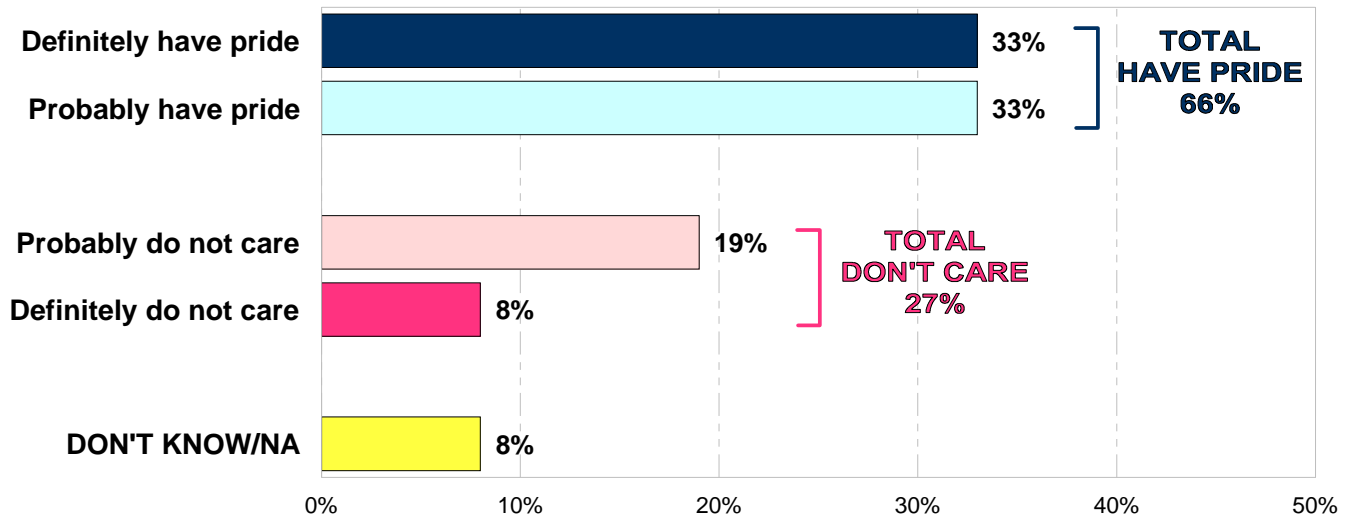
Not surprisingly, as household income increases residents’ evaluation of conditions in their neighborhood becomes more strongly positive. Residents over 50 are more likely to rate their neighborhoods as “excellent” than are residents under 50. Apartment renters, Latinos, and Asian-Americans are less likely to rate the condition of the neighborhoods positively than are other San José residents.

These demographic distinctions should not obscure the high level of overall satisfaction with neighborhood conditions, however. Majorities of nearly every major demographic and geographic group rated the condition of their neighborhood in positive terms. The lone exception was those with annual household incomes under \$20,000; even among this group, however, a plurality evaluated the physical condition of their neighborhood as “good” or “excellent.”

San José residents clearly believe that their neighbors have a sense of pride in the area; residents most likely see this pride as a key factor in maintaining what they see as the generally good physical condition of their neighborhoods. Survey respondents were asked whether they believe that people in the neighborhood “share a sense of local community pride” or “do not care much about the local community.” As shown in

Figure 26 below, two-thirds of those surveyed asserted that their neighbors have pride in the community.

FIGURE 26:
Residents' Pride in Neighborhood



On the other hand, fewer than one in three said that their neighbors do not care about the area, and fewer than one in ten were willing to make the unqualified assertion that their neighbors “definitely do not care” about the neighborhood. Renters, those who have lived in San José for less than four years, Latinos and those with household incomes under \$30,000 per year are somewhat more likely than other San José residents to say that their neighbors “do not care” about the local community.

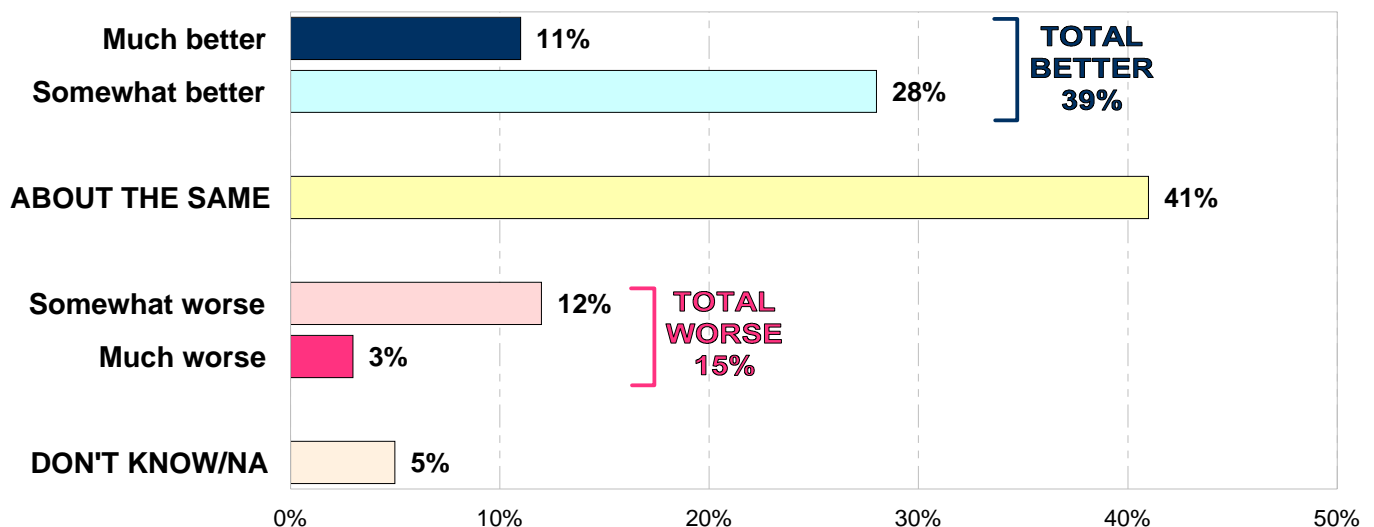
Interestingly, there is a strong relationship between residents’ satisfaction with City services and the degree to which residents believe that their neighbors “do not care” about the community. As shown in **Figure 27**, residents who are unsatisfied with City services are also likely they are to believe that their neighbors “do not care” about the local community. This finding suggests that there is a significant minority of San José residents that are simply unhappy with conditions in their community, an unhappiness that expresses itself in poor evaluations of both City government and their own neighbors.

FIGURE 27:
**Relationship Between Satisfaction with City Services and
Assessment of Neighborhood Pride**

Satisfaction with City Services	Neighbors Have Pride	Neighbors Do Not Care
Very Satisfied	78%	14%
Somewhat Satisfied	70%	22%
Neither Sat. Nor Dissat.	49%	43%
Total Dissatisfied	46%	48%

This small subgroup of residents aside, it is clear that most San José residents are pleased with the physical condition of their neighborhoods and believe that their neighbors show pride in the community. More importantly, residents believe that their neighborhoods are moving in the right direction. As shown in **Figure 28**, more than a third of those surveyed indicated that the physical condition of their neighborhood had gotten better over the past year, while just fifteen percent thought that it had gotten worse. Not only are San José residents pleased with the physical condition of their communities, but to the extent that they perceive a change in conditions they believe it is positive.

FIGURE 28:
Change in Neighborhood Condition Over the Past Year



5.2 CONDITION OF PUBLIC FACILITIES

The survey results indicate that San José residents are just as pleased with the condition of the City's public buildings as they are with the condition of private property in their neighborhoods. Respondents were asked to evaluate the physical condition of a variety of public facilities, as shown in **Figure 29** below. In each case, a majority of residents offering an opinion rated the condition of each facility as "excellent" or "good." At least three in five respondents gave positive evaluations of the physical condition of City-run cultural facilities, parks, and libraries; somewhat smaller numbers provided positive ratings of government offices and community centers (though nearly one in five respondents could not offer any evaluation of the latter two types of facilities).

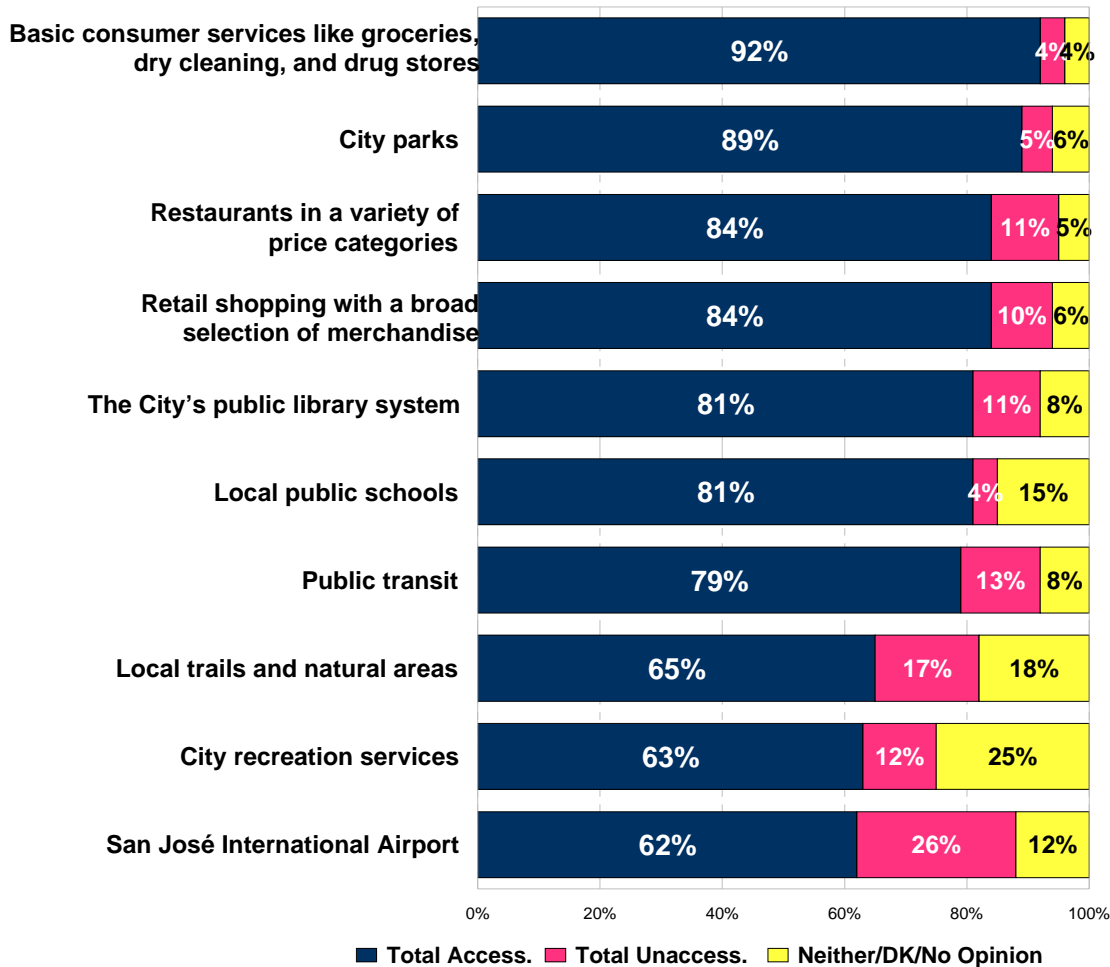
FIGURE 29:
Condition of Public Facilities in San José

Facility	TOTAL EXC./ GOOD	Exc.	Good	Just Average	Poor	Ext. Poor	DK/NA
Cultural facilities such as public theaters and museums	68%	17%	51%	19%	4%	1%	9%
City parks	67%	11%	56%	23%	5%	0%	4%
Public library buildings	60%	13%	47%	26%	6%	1%	8%
Government offices	51%	8%	43%	27%	3%	0%	18%
Community centers	47%	8%	39%	29%	5%	1%	18%

5.3 ACCESSIBILITY OF PUBLIC AMENITIES

Survey respondents were also asked to evaluate the accessibility of a variety of local amenities, both public and private, as illustrated in **Figure 30** below. Residents generally rate commercial establishments, including consumer services, restaurants, and retail shopping as being the most accessible amenities in their area. City parks are also viewed as accessible by nearly nine out of ten respondents. Libraries, schools, and public transit are also seen as highly accessible.

FIGURE 30:
Resident Evaluations of Access to Public Amenities



The only amenity that was seen as “inaccessible” by even one out of five respondents was San José International Airport (as discussed above in Section 2.4). Perceptions of the inaccessibility of the airport may stem from the fact that, unlike every other item on the list, the airport has only a single location. Concerns about traffic in the vicinity of the airport may also be a concern for the minority that view it as inaccessible.